# West Virginia OFFICE OF TECHNOLOGY

## Service Catalog FY 2015

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## WVOT Service Catalog 2015

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# Executive Overview

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Director of Information Services and
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West Virginia Office of Technology

Welcome to the **FY 2015 WVOT Service Catalog**. The following pages list and explain the technology products, services and related rates for WVOT customers throughout this fiscal year.

Some rates have changed. Please see the 2015 Rate Letter for specifics. The rates listed accurately reflect OT's expenses with the actual costs of services. New services have been added for this fiscal year. These rates ensure compliance with federal cost allocation guidelines as noted in the Office of Management and Budget Circular A-87.

**Mission:**
The West Virginia Office of Technology (WVOT) will provide highly reliable, secure and cost effective oversight, leadership, administration, and direction for activities relating to information technology (IT) to all agencies across State government and enable State agencies to better service the citizens, businesses and other interested parties in West Virginia. The Office of Technology (OT) will enhance the State's technical infrastructure in order to attract business, improve access to information as well as enhance educational opportunities for our children and future generations.

**Vision:**
The WVOT envisions that State employees have the technologies they need at their fingertips, in a prompt and timely fashion, that enables them to provide exceptional, top quality, reliable services to the taxpayers of West Virginia; and, through public/private partnerships, create a robust, highly reliable, technical infrastructure that will promote economic growth and outside investments.

# Communication

Reliable, scalable, and effective communication solutions are critical to the success of any business. The WVOT offers a variety of communication services from telephone support to electronic mail.

## Email
Email is the exchange of mail electronically. The standard email service will be provided using Microsoft Exchange in the Cloud and Outlook.

Although often used as an email application, Outlook provides calendar, task and contact management. Used with Exchange, Outlook provides enhanced functions for multiple users in an organization, such as shared mailboxes and calendars.

The standard email service will also provide web access, spam, malware, and virus filtering, a common address book, Office Communicator, and 24/7 support.

Office Communicator is a powerful collaborative tool that incorporates presence awareness for our core customers. This tool integrates with the Microsoft Office application, but it cannot be used to communicate with customers that are not on the Executive Domain (wv.gov).

## Microsoft O365 Email
Microsoft Exchange in the Cloud provides 50 GB of mailbox storage, unlimited archives, and the ability to send messages up to 25 MB in size. Exchange in the cloud also offers redundancy and the ability to access email from any computer.

Email is available for use on smart phones, when approved. This service is free and included in Microsoft Office 365.

### What is included in the charge for this service?
The pricing includes all labor, contracts, hardware, software, storage and other direct costs acquired by the WVOT to provide the standard email service.

### How will we charge?
This service is charged monthly at the established rate per account. Mailboxes in excess of 500 Mb will be subject to an excess mailbox size charge billed at the Centralized SAN Storage rate.

⇒ Email: $3.50 per account per month
⇒ Microsoft O365 Email: $3.25 per account per month

### What can be done to manage consumption?
Limiting the number of email accounts within your organization can help control associated costs. Actively managing the number of items in your email by deleting unnecessary items will assist you in maintaining a manageable mailbox size.

# Microsoft Licensing

Microsoft Licensing is a service that provides Microsoft software products to state agencies as needed throughout the year. An inventory will be performed once a year to determine the products and number of licenses being used by agencies. Any additional licenses added through the year will be assessed separately.

### What is included in the charge for this service?
The current contract licensing agreement includes a core set of software including Microsoft Office, Client Access Licenses for Exchange, Windows, and Office Communicator. Other Microsoft software products can also be included in the contract for additional fees.

### How will we charge?
The contract is managed by the WVOT. Agencies will be billed based on the number of PCs and/or users depending on the Microsoft product.

### What can be done to manage consumption?
Reducing the number of overall PCs will decrease software licensing and support costs. We recommend employing a practice of assigning no more than one PC per employee.

# PC Support

The WVOT provides a managed desktop service for agencies in order to meet service level agreements regarding personal computing requirements. This service provides a consistent and reliable client computing environment to our customers. Desktop Support is responsible for configuring each PC with standard software so that state employees have established standard computing programs available to them for performing their duties. The personal computers are configured so the WVOT is able to access the individual machines for installation and support of software, distribution of patches, repairs, and anti-virus scanning..

## What is included in the charge for this service?
The service includes all personnel, hardware, software and other direct costs acquired by the WVOT to provide IT services for the desktops. This does not cover the cost for the actual PCs, printers or other client computing devices.

Specifically, this service applies to:

- State issued personal computing devices
- Software support for the defined standard operating systems, productivity tools, and associated software suites
- Technical support, maintenance, and repair of managed hardware and software
- Standard operating environment management through the controlled release of security patches, anti-virus updates, and other specified software applications

## How will we charge?
Charges for PC support products are based on the number of devices (desktop PC, laptop PC, notebooks) multiplied by the monthly rate. The PC Support fee will include establishment of a single User ID per state employee .

⇒ PC Support: $22.50 per PC

# Audio & Web Conferencing

Audio conferencing is the live exchange of information among persons and machines linked by a telecommunications system, usually over a phone line.

Web conferencing is used to conduct live meetings or presentations over the Internet. In a web conference, each participant sits at his or her own computer and is connected to other participants via the internet. Attendees simply enter a URL (website address) or click a link to enter the conference.

## What is included in the charge for this service?
All labor, contracts, hardware, software and other direct costs acquired by the WVOT to provide this service.

## How will we charge?
Audio and Web conferencing is available though Office Communicator. Because it is a feature of technology that is already in place, there is no additional usage charge if this method is used for audio or web conferencing.

The charge will be the number of minutes for which the meeting is scheduled for multiplied by the number of reserved ports multiplied by the rate. Should the meeting extend beyond the scheduled meeting time the meeting organizer will be billed for the actual minutes used. Should the meeting consume more ports than scheduled the meeting organizer will be billed for the actual ports used. A port can be viewed as each unique connection that will be participating in the meeting, e.g., each phone that has dialed into the meeting or each computer connected to the web conference. Valid billing information will be required before users can register to set up meetings.

⇒ Audio and Web Conferencing: $0.01 per minute per connection

# Faxing Services

PC faxing integrates network fax and email into a single solution. This solution allows users to conveniently fax a single document to an individual or broadcast fax documents to fax groups or a fax distribution list from your computer.

**What is included in the charge for this service?**
All labor, contracts, hardware, software and other direct costs required by the WVOT to provide this service make up the charges.

**How will we charge?**
Electronic faxing will be charged per faxed page.

⇒ Faxing Services: $0.01 per page

**What can be done to manage consumption?**
Cost can be reduced by eliminating existing leased fax machines and analog circuits used to support traditional fax numbers.

# Remote Access

Virtual Private Network (VPN) provides a secure method for transporting private or critical data over an insecure and/or public network infrastructure such as the Internet.

VPN accounts should be established for any employee critical to that agencies continuity of operations plan.

**What is included in the charge for this service?**
All labor, contracts, hardware, software and other direct costs required by the WVOT to provide this service.

**How will we charge?**
The rate for remote access will be charged per account multiplied by the monthly rate.

⇒ Remote Access: $2.00 per device per month

**What can be done to manage consumption?**
Agencies should ensure that accounts are only requested for those employees who need them and eliminate accounts when they are no longer needed.

# Smart Phone Devices

Smart phones are devices such as BlackBerry, Windows mobile devices, iPhone, and Android based mobile devices. While smart phones offer the basic functionality of a wireless phone, they also offer advanced functions such as full featured email, contact and calendar management.

## What is Included?

There are several components of cost for smart phone devices. The monthly service fee from the vendor, the cost of the device from the vendor, the WVOT charges which encompasses labor, contracts, hardware, software and other direct costs acquired by the WVOT. Vendor charges, including the cost of the device, will be billed directly by the vendor to the agency. The WVOT charges will be billed on the monthly invoice to the agency.

## What can be done to manage consumption?

While smart phones can greatly improve productivity and communication for a mobile workforce, agencies need to limit the number of devices within their respective agencies to only roles within the organization that require this feature.

# Technology Learning Center

Training is led by Certified Microsoft Trainers and includes a variety of products and services:

- Instructor-led training in a physical classroom setting
- Small classes of 10 students, where individual instruction is emphasized
- Self-paced, web-based training for Microsoft products
- Design and development of custom agency business training courses for delivery through the web
- Online registration and scheduling tools

Contact us at (304) 558-6384 or at www.wvtlcregistration.gosignmeup.com

Custom classes will require a statement of work and will be charged based upon the agreed amount in the statement of work.

## How will we charge?

Most Microsoft classes are offered to consolidated agencies at no charge; however there may be an associated course booklet fee. Any fees associated with a class will be listed on the registration page.

⇒ Non-consolidated Training: $75.00

# Disaster Recovery Flatwoods

The State has a secondary data center in Flatwoods, WV. The Data Center is used to house equipment (network, servers, storage, etc.) to be used in the event of an emergency.

## What is included in the charge for this service?

The charges reflect the true cost of maintaining the Data Center, including all labor, contracts, hardware, software, and other direct costs.

## How will we charge?

The charge will be based on the number of servers and storage devices the agency has at the secondary location.

⇒ Disaster Recovery: $100.00 per rack

# Network Engineering

This service provides the local/wide area infrastructure necessary for users to access and transmit data, voice, and video throughout the state network with speed and innovation. This is designed to deliver the core data communications for most state entities.

## What is included in the charge for this service?

This service consists of the engineering, installation, operation, and maintenance of all shared networking equipment (routers, switches, firewalls, wireless access points, video conferencing devices, etc.). This includes, but is not limited to, the following:

- Shared networking equipment
- Troubleshooting and repair of local/wide area communications
- Administration via system monitoring, security access and control

## How will we charge?

The service for network connectivity can be split between supported, non-supported, and non-internet/non-supported. Non-supported agencies are those agencies normally outside of the Executive Branch. Supported agencies are WVOT consolidated. The monthly fee is billed on a per connection basis.

The rate includes services related to break/fix and troubleshooting services. Project installation is an additional fee. In turn key project circumstances where a third party vendor is being utilized, the vendor fee would be paid by the agency.

⇒ Supported: $14.50 per connection
⇒ Non-supported: $8.25 per connection
⇒ Non-internet/Non-supported: $3.00 per connection

# Telephony

Telephony is the support and maintenance of agency telephone lines.

**What is included?**
The rate includes services related support, break/fix, and troubleshooting type services. Project installation could be an additional fee. In turn key project circumstances where a third party vendor is being utilized, the vendor fee will be paid by the agency.

**How will we charge?**
The rate for telephony support will be charged per account multiplied by the monthly rate. Telephony:

⇒ Telephony Support: $6.50 per account

# Cabling Installation

Cabling installation provides dedicated communication lines connecting end-users, printers, faxes, telephony gear, and most other equipment to the state network. This provides customers with cost effective, secure, and reliable data cabling.

**How will we charge?**
Charges incurred for cabling services are based upon the hourly established rates, multiplied by the number of hours to complete the cabling project, plus the cost of any travel and materials.

⇒ Cabling Installation: $95.00 per hour

# Centralized Archive Storage

Centralized Archive Storage is WVOT owned storage and is used for systems where the data does not change, such as a document imaging systems. The data stored on Centralized Archive Storage can be replicated to an offsite location for an additional fee.

**What is included in the charge for this service?**
Storage infrastructure and personnel to design, specify, install, configure, allocate, administer and maintain the storage hardware, software, and infrastructure.

**How will we charge?**
The monthly charge is per gigabyte.

⇒ Centralized Archive Storage: $0.50 per GIG per month

**What can be done to manage consumption?**
Manage your data storage by proper use of retention policies.

# Centralized MNF Data Storage

Data Storage for data that is residing on disk and tape directly accessed through the enterprise server and includes centralized MNF Data Recover Storage.

**What is included in the charge for this service?**
The charges reflect the cost of providing disk and tape storage connected to the enterprise server, systems software, vendor maintenance of hardware and software, systems programming, disaster recovery services, and infrastructure.

**How will we charge?**
The charge is the number of GB multiplied by the monthly rate.

⇒ Centralized MNF Data Storage: $1.85 per gig per month

**What can be done to manage consumption?**
Datasets should have expiration dates to be deleted when it is no longer needed.

# Centralized SAN Storage

Centralized SAN Storage is used for applications which require high performance disk storage (high input/output rates) such as databases and virtual machines.

**What is included in the charge for this service?**
Included in the charge for centralized storage is the physical equipment and personnel to design, specify, install, configure, allocate, administer and maintain the storage arrays and attached systems.

**How will we charge?**
The charge is the number of GB multiplied by the monthly rate.

⇒ Centralized SAN Storage: $0.45 per gig per month

**What can be done to manage consumption?**
Manage your data storage by proper use of retention policies.

# Centralized SAN Storage Tier II

Centralized SAN Storage Tier 2 is used for applications which require lower performance disk storage (low input/output rates).

**What is included in the charge for this service?**
Included in the charge for centralized storage is the physical equipment and personnel to design, specify, install, configure, allocate, administer and maintain the storage arrays and attached systems.

**How will we charge?**
The charge is the number of GB, multiplied by the monthly rate.

⇒ Centralized SAN Storage Tier II: $0.08 per GIG, per month

**What can be done to manage consumption?**
Manage your data storage by proper use of retention policies.

# Enterprise Backup

This service provides for nightly backups of agency data.  It also provides for necessary restores due to data loss or corruption.

## What is included in the charge for this service?

The charges reflect the cost of providing the backups of data, including an offsite copy at the secondary data center. Charges include costs such as equipment, systems software, vendor maintenance of hardware and software, systems administration, and infrastructure.

## How will we charge?

The amount of agency data that is protected via Enterprise Backup is calculated each month. The charge is the number of GBs, multiplied by the rate. Any agency that requires more than 30 days of data recovery will be charged at a higher proportional rate.

⇒   Enterprise Backup: $1.00 per GB, per month

## What can be done to manage consumption?

Customers can realize savings by deleting unneeded data from their servers.

# Centralized Agency Owned Server

Any server owned by an agency that is housed in any WVOT facility.

## What is included in the charge for this service?

Included in these charges are labor, hardware, software, and other charges acquired by the WVOT

## How will we charge?

The cost is per server, per month.

⇒   Centralized Agency Owner Server: $46.00 per device, per month

# Centralized Hosting Servers

Through IT consolidation and standardization, server-based applications that can be operated off consolidated and/or central servers that reduce the overall IT hardware and support needs for organizations. Centralized servers are WVOT owned and operated servers. They provide a number of centralized, shared network resources or services.

## What is included in the charge for this service?

Included in these charges are customer consultation, system design and testing, hardware, software, complete system administration, housing of systems in a secure, controlled environment and associated personnel costs.

## How will we charge?
The charge will depend on the type of system and the software and hardware support requirements. The WVOT will meet with the customer to determine the actual need and platform specification.

⇒ Centralized Hosting Servers: $1.00 per gig of storage

## What can be done to manage consumption?
The WVOT can help clients ensure that applications and databases located on consolidated servers are designed for efficient functionality and are tuned for optimal performance.

# Distributed Servers

Servers owned by an individual agency, but managed by the WVOT that are located in an agency owned facility.

## What is included in the charge for this service?
Included in these charges are monitoring, maintenance, and other direct costs acquired by WVOT.
## How will we charge?
The monthly charge is calculated on a per server basis.

⇒ Distributed Servers: $74.00 per device, per month

## What can be done to manage consumption?

WVOT recommends that all agencies utilize the WVOT owned servers.

# Mainframe Computing

The mainframe is a server that the WVOT uses to support a variety of state agency applications.

## What is included in the charge for this service?
Charges include costs such as equipment, systems software, vendor maintenance of hardware and software, systems programming, disaster recovery services, and infrastructure.

## How will we charge?
CPU Batch Rates:

- **Day Rate –** Batch jobs that begin execution between 8:00 a.m. and 5:00 p.m., Monday through Friday, will be charged at the Day Rate for the first two minutes or less. For amounts over two minutes, see the Priority Rate description below.

- **Priority Rate –** Batch jobs that begin execution between 8:00 a.m. and 5:00 p.m., Monday through Friday, and run more than two minutes will be charged the Priority Rate for the time in excess of two minutes.

Charges for enterprise server transactions are based on CPU (processor) seconds and the priority of the transaction itself; however, the customer has the ability to control costs by using off-peak time.

Batch jobs that begin execution between 5:00 p.m. and 8:00 a.m., Monday through Friday, and from 5:00 p.m. on Friday until 8:00 a.m. on Monday are charged the Night Rate, as long as the job is not still running in the system after 11:00 a.m., Monday through Friday. Jobs processed on holidays will be charged the Night Rate, unless they are still executing at 11:00 a.m. on a non-holiday weekday.

**CPU Linux Rate** – for Unix and Oracle transactions on the Enterprise server.

**CPU Teleprocessing Rate** – for online transactions.

⇒ Mainframe Computing Day: $1.25 per CPU sec
⇒ Mainframe Computing Linux: $0.04 per CPU sec
⇒ Mainframe Computing Night: $0.13 per CPU sec
⇒ Mainframe Computing Teleprocessing: $0.35 per CPU sec
⇒ Mainframe Computing Priority: $11.50 per CPU sec

# System Support

The Data Center of the WVOT is responsible for operating and maintaining the enterprise server and network that support data processing activities. System software programmers are responsible for installing, removing, and changing system software.

**What is included in the charge for this service?**
Includes labor and other direct costs acquired by the WVOT.

**How will we charge?**
The Data Center charges for services at the established rate per hour.

⇒ System Support: $80.00 per hour

⇒ System Support Priority Rate: $160.00 per hour

# Inserter

The WVOT processes and mails documents on behalf of many state agencies. The services provided range from distribution of pre-printed documents to "mailers" which are documents printed on the WVOT owned printers.

**What is included in the charge for this service?**
The costs include envelopes, labor, and the procurement and maintenance of distribution equipment. Postage is assessed separately.

**How will we charge?**
⇒ Inserter: $0.60 per piece

**What can be done to manage consumption?**
Agencies should only distribute necessary paper documents.

# Business and Technology Solutions

## Application Development (Programmer Analyst)

The Applications Development Center of the WVOT is responsible for providing application software development and support to state agencies.

**What is included in the charge for this service?**
The rate includes labor and other direct costs acquired by the WVOT.

**How will we charge?**
The Applications Development Center charges for services at the established rate per hour.

⇒ Application Development: $85.00 per hour

⇒ Application Development Priority Rate: $170.00 per hour

# Database Development

The Applications Development Center of the WVOT is responsible for providing application, software development, and support to state agencies. This includes applications using databases. A database administrator (DBA) is used for all the design and development of the database part of the project.

**How will we charge?**
The Applications Development Center charges for services at the established rate per hour.

⇒ Database Development and Support: $85.00 per hour

# Information Security Controls and Compliance

## Overall Information Security

The Office of Technology addresses the mandates set forth in State Code to develop an Executive-wide Information Security Policy, train all Executive Branch employees, audit for policy compliance, and require corrective action when findings of non-compliance are discovered. A strong information security posture is achieved by using physical, technical, and administrative controls.

**What is included in the charge for this service?**

The Office of Information Security and Controls provides the following security services covered by the fixed Information Security Rate:

- Policies and Procedures

- WVOT Initiated Audits for Policy, Regulatory, and Acceptable Risk Level Compliance

- Awareness Training (including periodic Security Tips)

- Data Classification Facilitation

- Incident Management  Process, Support Preparedness and Response Support

- Information Security Threat Management (Security Monitoring)

- Internet Usage Monitoring and Filtering

- Privacy Office Support

- Vulnerability Management (verify server security) & Penetration Testing

- Web Filtering

- Strategic Planning

- Procurement Review for Appropriate Security Controls

- Terms and Conditions Review

- Limited 3rd Party Security Audit/Assessment Assistance/ Facilitation

- Accreditation and Certification Oversight

To help ensure the delivery of quality services and availability of personnel, customers should submit requests for special or additional services in advance of the date required.

**How will we charge?**

Charges for Security services are based upon the number of PC Support units multiplied by the monthly rate. The rate for Information Security is targeted toward the services that are provided to **all agencies equally**.

# Incident Management

Incident Management includes all the actions that prepare for incident response actions, as well as the detection, discovery, and reporting and response to an information security incident. Examples of incidents include, but are not limited to:

- Lost or stolen laptop computers or other portable devices

- Lost or stolen media containing data that could be determined to be sensitive

- Escalating and significant computer virus infections within the State network

- Loss of system or network functionality

- A disaster scenario or act of terrorism

- A prolonged power outage

- A compromised (hacked) computer server

- A defaced Web page

- An information security policy violation

- Any Privacy incident that results from a security control failure

## What is included in the charge for this service?

The WVOT developed policies, standards, and procedures to establish a framework specific to incident response. The WVOT has established a central point of contact for reporting incidents, and an online incident reporting mechanism to contact key responders. The OISC also offers consulting services and support during the analysis, recovery, and post-mortem phases of incident handling, to any subscribed state organization that is affected by a computer related incident, with a security implication or impact.

## Information Security Threat Management

Threat Management is the collection of intelligence notification sources, programs, policies, procedures, processes, and technologies that enable us to detect, identify and respond to many circumstances or events that have the potential to cause harm to an IT system in the form of destruction, disclosure, adverse modification of data and/or denial of service, by exploiting a vulnerability.

## What is included in the charge for this service?

The WVOT offers Information Security Threat Management to assist state agencies with safeguarding citizens' data. Internet traffic is monitored 24/7 for unusual activity. Correlation of system events allows technicians to detect policy violations, symptoms of malware, and attacks against state systems.

## How will we charge?

This service is included in the Information Security Rate. The rate for Information Security is targeted toward the services that are provided to all agencies equally. Charges for security services are based on the number of PC Support units, multiplied by the monthly rate.

# Internet Usage Monitoring

Monitoring is the process of checking computer, network, or telecommunication systems, and analyzing them for signs of possible violations or imminent threats to security policies, acceptable use policies, or standard security practices.

## What is included in the charge for this service?
The state's Internet usage is recorded at all times to provide the capability for agency management, or law enforcement, to obtain reports of an employee's Internet activity in the workplace.

## How will we charge?
This service is included in the information security rate. The rate for Information Security is targeted toward the services that are provided to all agencies equally. Charges for security services are based upon the number of PC Support units, multiplied by the monthly rate.

# Web Filtering

Web filtering is a service that constantly monitors all internet site access requests by users, and filters (blocks) access for state employees to sites that are categorized as unacceptable, such as "hate," "crime," "pornography," etc.

Site blocking for some categories of websites is standardized across the State Enterprise. Some departments choose to implement site blocking of optional categories that they deem are not needed by their staff for performance of the agency's work.

## What is included in the charge for this service?
Full-time monitoring and blocking of categories identified to be blocked.

## How will we charge?
Web Filtering is included in the Information Security Flat Rate. Report requests detailing a user's Internet activity will result in a charge to the agency.

## What can be done to manage consumption?
A workforce that is well trained on acceptable use policies for the Internet, and complies with these policies will be less likely to require scrutiny (reporting).

# Privacy Office Support

The OISC works with the State Privacy Office to ensure coordination of effort, support privacy initiatives, and assist with the meeting of compliance requirements, such as the Health Insurance Portability and Accountability Act (HIPPA).

**What is included in the charge for this service?**

Services include:

- Coordination of governmental security operations to mitigate damage and prevent recurrence of privacy and security issues

- Privacy and security advisory and consulting services

- Development, maintenance, and training in incident management

- Working with the State Privacy Office to support HIPAA training programs

**How will we charge?**

This is a standard service to our core customers, and it is available as a fee-for-service offering to other state organizations and elected officials at an hourly rate.

# Vulnerability Management and Penetration Testing

Vulnerabilities are found in all computer systems, and they provide opportunities for individuals with malicious intent to launch damaging attacks. These attacks can damage systems, data, and the availability of the service that the systems provide. The damage might occur immediately, or be delayed until a remote command is issued or a pre-set time is reached.

**What is included in the charge for this service?**

- **Vulnerability Management**— a verification control measure involving scans of the WV State computers to verify and validate that current patches are installed, and working successfully, against the known exploit for which the patch was developed. If this determination is not made, notification occurs, and follow-up is needed to verify that the patching is completed.

**How will we charge?**

This is a standard service to our core customers, and it is available as a fee-for-service offering to other state organizations and elected officials at an hourly rate.

# Investigative and Forensic Services

The WVOT provides computer forensic investigations for state agencies. These investigations use technical expertise and tools to meet agency investigative needs.

The OISC team includes experienced technical personnel who can assist agencies through the complex processes of managing e-discovery, employee computer/network misconduct, or cyber incidents related to service outage, compromise, or breach of data.

## What is included in the charge for this service?

Forensic Services offers customers:

- Industry standard forensic tools

- Forensically sound collection and analysis of evidence

- Identification of vulnerable systems/applications or misuse

- Containment of compromise

- Identification of policy violations

- Recommendations for repairing discovered vulnerabilities

- Post-repair device scanning and evaluation

## How will we charge?

Investigative and Forensic Services will be billed on an hourly basis per engagement.

## What can be done to manage consumption?

Those requesting Investigative and Forensic Services can potentially avoid additional costs, caused by the unintentional tainting of evidence, by contacting the OISC as soon as the need for Investigative and Forensic Services is determined. Also, customers should not attempt to collect information, secure technology resources, or take other action without the specific guidance of the OISC. Requests for investigations that provide specific time ranges and search scope can result in lower consumption of investigation hours.

# Information Security Auditing

Information Security Audit Services are available as a billable service to assist state agencies as they respond to externally mandated audits.  Expert assistance with external audits can reduce the opportunity for external auditors to over-reach or unnecessarily inconvenience the agency during an audit. We can partner with an agency that is experiencing an external audit.  In addition, the audit team can draw on experience with other audits to collect needed information efficiently.

# Internal Audit Support/Assistance

We can also perform audits, initiated by agency request, providing an objective, internally independent examination of information security controls related to data, systems, operations, personnel, policies, processes, and practices. Common audit areas include, but are not limited to:

- Account management

- Application controls

- Desktop practices

- Disaster recovery

- Network controls

- Server management

- Policy and regulatory compliance

- Technology acquisitions

The WVOT provides three different information security audit services:

- Client Self-Assessment guidance and support

- OT-Performed Audit

- OT-Coordinated and Managed Audit performed by a third party

## What is included in the charge for this service?

Generally, an Information Security Audit involves many phases, including risk assessment, planning, fieldwork (examination phase), and the final report. Upon completion of the engagement, the client receives a formal presentation and

a report on the state of information security controls. This report includes findings as well as recommendations to correct or strengthen controls. After a reasonable period, we will conduct a follow-up meeting to discuss any needed corrective or strengthening measures.

**How will we charge?**

Information Security Auditing will be charged on an hourly basis per engagement when the audit benefits, and is requested by a single agency. If an audit function provides benefit to multiple agencies or supports the overall audit function in the state, not all hours will be billed.

**What can be done to manage consumption?**

Clients can reduce costs by providing sufficient notice of audit requests – ideally six months before the due date. Also, clients can reduce audit and review costs by taking advantage of the OISC security and controls self-assessment engagements. The client can follow recommendations issued after a self-assessment to strengthen basic controls and perform advanced preparation for more in-depth audits or reviews.

# Mail Room Services

## Central Mail, Hourly

Central Mail Hourly is for services dedicated to a particular agency.

**What is included in the charge for this service?**

In most cases, this is used for mail delivery and pickup. This includes having your mail delivered to your office by one of the Central Mail Office Mail Runners, walking or driving.

**How will we charge?**

These services are charged a (partial) hourly rate depending on the time it takes the runner to reach your office and the frequency of these trips.

⇒ Hourly: $35.00 per hour

# Central Mail, Presort

Central Mail Presort is a charge incurred to apply the post net barcode to mail pieces.

## What is included in the charge for this service?
As per the "state use" law, mail bar coding is done by a sheltered workshop through WVARF. The outgoing mail from various departments is co-mingled to increase the volumes of mail pieces destined for the same zip code. This gives the mail the best postage discounts possible.

## How will we charge?
The presort vendor tracks the number of pieces it has presorted for each agency and monthly provides the information to the Central Mail Office .

⇒ Presort: $0.035 per letter

# Central Mail, Interdepartmental Mail

Central Mail, Interdepartmental refers to the service of maintaining a mailbox at the central mail office for an agency.

## What is included in the charge for this service?
Having a mailbox at CMO, allows your agency to accept mail from other agencies without involving the US Post Office or paying postage fees. CMO employees sort incoming interdepartmental mail for delivery or pickup. There are two pickup locations:  The main Central Mail Office on Jefferson St. and a satellite office in the basement of the Capitol.

## How will we charge?
There is a monthly fee for each Interdepartmental Mailbox.

⇒ Interdepartmental: $90.00 per box

# Central Mail, Letter

This service involves metering agency letter mail.

## What is included in the charge for this service?

This service allows agencies to automate the task of applying postage to their outgoing mail. It eliminates the need for agencies to rent their own meters or buy stamps. Included in this service is metering mail at the lowest postage rate that it is expected to post. Letters that are expected to receive postage discounts are then sent to be presorted (see Central Mail Presort). Mail that will not qualify for postage discounts is metered at the full postage rate and sent directly to the US Post Office.

## How will we charge?

We charge per letter

⇒ Letter: $0.05 per letter

# Central Mail, Package Service

This service involves metering outgoing agency packages.

## What is included in the charge for this service?

This service allows agencies to avoid the task of choosing a carrier and applying postage. It eliminates the need for agencies to rent their own scales or transport their packages to a shipping firm. Included in this service is rate comparison of various carriers to get the lowest possible price for delivering the package. Packages are picked up by the various carriers at the end of every day.

## How will we charge?

We charge per package.

⇒ Packaging Service: $0.80 per package

# Central Mail, Postage

This is the actual cost of postage used by the agency after all postage discounts have been applied.

**What is included in the charge for this service?**
Whether postage was applied in the Central Mail Office or during the insertion process at the Data Center, the postage cost is billed directly to the agency.

**How will we charge?**
Actual postage charges are billed to the agency responsible for the outgoing letter, flat, or package.

⇒ Postage: actual cost of postage

# Central Mail, Flat Sorter

This service involves metering outgoing agency flats. A flat is too large to be posted at the letter rate, but too small to qualify as a package.

**What is included in the charge for this service?**
This service allows agencies to achieve discount postage on flats. The contract with WVARF for presorting letters does not include flats.

**How will we charge?**

Charged per flat.

⇒ Flat Sorter:$0.18 per flat

# Project Management Services

Project Management is the discipline of planning, organizing, and managing resources to bring about the successful completion of specific project goals and objectives. Clients need to arrange for WVOT project management services when a formal project management methodology is needed.

## What is included in the charge for this service?

The WVOT Project Management methodology includes the following processes: initiating, planning, executing, closing, and controlling/monitoring (throughout the project). Accordingly, we will lead, assist, or provide oversight (depending on level of services requested) for the development of project goals and objectives, schedules, resource allocation plans, communication plans, executive reporting, issue tracking and resolution, budget monitoring, etc.

## How will we charge?

Project management services will be billed on an hourly basis per engagement.

⇒ Project Management: $85.00 per hour

⇒ Project Management Retainer 1:

- 6 weeks minimum: $60.00 per hour

- 3 months minimum: $50.00 per hour

- 6 months minimum: $45.00 per hour

⇒ Project Management Retainer 2:

- 6 weeks minimum: $70.00 per hour

- 3 months minimum: $60.00 per hour

- 6 months minimum: $55.00 per hour

# Chief Technology Requisition Review

West Virginia Code requires that the CTO review all proposed IT acquisitions. While the CTO does not charge an hourly rate for the time spent on this review, the research process that precedes the CTO's actual review is billable.

## What is included in the charge for this service?

The CTO Requisition Review process includes research to determine solution viability, compliance with standards and strategic direction, compatibility with existing infrastructure or requirements for infrastructure adaptation, and opportunities for cost savings. In addition, this service can include the review of, or even the development of, Requests for Quotation, Requests for Proposal, and Requests for Information.

## How will we charge?

These services are charged at the established rate per hour.

⇒ CTO Requisition Review Retainer:

- 6 weeks minimum: $50.00 per hour

- 3 month minimum: $45.00 per hour

- 6 months minimum: $40.00 per hour

⇒ CTO Requisition Review: $85.00 per hour

# Miscellaneous Charges

Miscellaneous charges in most cases are for items such as equipment or software that have been purchased by the WVOT on behalf of the customer.

**How will we charge?**
These services are charged based on the cost of the item plus a 7% dedicated service fee. There is a new service available this year. The CTO Review Retainer Fee allows for agencies to retain a CTO Reviewer at a discounted rate for a set period of time six weeks, three months, or 6 months. The retainer has the option of being either full time or part time.

# Project Support

Project support are services that are non-technical in nature and might be considered to be administrative. In most cases the customer has requested these services.

**What is included in the charge for this service?**
Some examples of project support include copying, billing, research, filing or administrative functions for a customer project.

**How will we charge?**
These services are charged at the established hourly rate.

# Technical Consultant
## (Technical, Telephony, Networking Hourly Support)

**What is included in the charge for this service?**
These services go beyond the service provided in our shared services billing structure; therefore, the services being provided could vary from our traditional support model for our shared services. Noncore agencies can receive support for with technical problems which could include evaluation of the problem, possible solutions recommendations or help with implementation services.

**How will we charge?**
These services are charged at the established hourly rate.

# General Schedule of Rates

## Summary of Services & Rates - Fiscal Year 2015

| | |
|---|---|
| Anti-Virus | Complimentary for Core Agencies |
| Audio & Web Conferencing | $0.01 per minute per Connection |
| Application Development | $85.00 per hour |
| Application Development (Priority) | $170.00 per hour |
| Avamar Storage | $1.00 per GB per month |
| B6 & Flatwoods Rack Space | $100.00 |
| Cabling Installation | $95.00 per hour |
| Centralized Agency Owned Server | $46.00 per device |
| Centralized Archive Storage | $0.50 per GB per month |
| Centralized Hosting Servers | $1.00 per GB of storage |
| Centralized MNF Data Storage | $1.85 per GB per month |
| Centralized SAN Storage | $0.45 per GB per month |
| Centralized San Storage Tier II | $0.08 per GB per month |
| Centralized SQL Database | $165.00  dedicated instance |
| Centralized Virtual Machine | $14.25 per processor |
| Centralized Virtual Machine | $6.50 per 512 RAM |
| Central Mail Flat Sorter | $0.18 per flat |
| Central Mail Hourly | $35.00 per hour |
| Central Mail Interdepartmental | $90.00 per box |
| Central Mail Letter | $0.05 per letter |
| Central Mail Packaging Service | $0.80 per package |
| Central Mail Presort | $0.035 per letter |
| Central Mail Postage | Actual Cost of Postage |
| CTO Review Retainer | $50.00 per hour-6 weeks<br>$45.00 per hour-3 months<br>$40.00 per hour-6 months |
| CTO Requisition Review | $85.00 per hour |
| Database Development and Support | $85.00 per hour |

| | |
|---|---|
| Database Development and Support (Priority) | $170.00 per hour |
| Dedicated Service Fee | 10% of miscellaneous charges |
| Distributed Servers | $74.00 per device per month |
| Distributed Storage | $136.00 per device per month |
| Election Day Work | $45.00 per hour |
| Email | $3.50 per account per month |
| Email Encryption | $3.50 per account per month |
| Enterprise Backup | $1.00 per GB per month |
| Faxing Services | $0.01 per page |
| Fiber Cabling Installation | $95.00 per hour |
| High-speed Cut Sheet Highlight | $0.015 per page |
| High-speed Cut Sheet (Xerox) | $0.018 per page |
| Inserter | $0.06 per piece |
| Internet Protocol Phones | Cost of Phone of 36 months |
| Investigative and Forensic (Security Consulting) | $65.00 per hour |
| Laser PNT High Speed Cut Sheet | $0.03 per page |
| Laser Printer | $0.05 per page |
| Mainframe Computing Day | $1.25 per CPU sec |
| Mainframe Computing Linux | $0.004 per CPU sec |
| Mainframe Computing Night | $0.13 per CPU sec |
| Mainframe Computing (Priority) | $11.50 per CPU sec |
| Mainframe Computing Teleprocessing | $0.35 per CPU sec |
| Mainframe Teleprocessing Night | $0.13 per CPU sec |
| Microsoft Office 365 Email | $3.25 per account per month |
| Microsoft One Drive Storage | $0.25 per user |

| | |
|---|---|
| Miscellaneous Charges | $1.00 for $1.00 charged |
| Network Engineering Non Supported | $8.25 per connection |
| Network Engineering Supported | $14.50 per connection |
| Network Engineering Non Internet/Non Supported | $3.00 per connection |
| Non Consolidated Training | $75.00 per hour |
| PC Support | $22.50 per PC |
| Project Manager Priority | $125.00 per hour |
| Project Management | $85.00 per hour |
| Project Management Retainer 1 | $60.00 per hour-6 weeks $50.00 per hour-3 months $45.00 per hour-6 months |
| Project Management Retainer 2 | $70.00 per hour-6weeks $60.00 per hour-3 months $55.00 per hour-6 months |
| Project Management RFX Development | $85.00 per hour |
| Project Support | $24.00 per hour |
| Remote Access | $2.00 per device per month |
| Security Consulting | $65.00 per hour |
| Security Services | $4.50 per PC per month |
| Server Rack Rate (Flatwoods & Centralized) | $100.00 per rack per month |
| Smart Phone Devices | $3.50 per device |
| Systems Support | $80.00 per hour |
| Systems Support (Priority) | $160.00 per hour |
| Technical Consultant | $60.00 per hour |
| Technical Consultant (Priority) | $120.00 per hour |
| Telephony Support | $6.50 per account |

# How Do I Get Services?

**Technology Service Desk**
The WVOT Service Desk can always connect you to the service provider you need! Reach them by phone or email at:
(304)558-9966
1-877-558-9966
www.servicedesk@wv.gov

# For questions outside the scope of this document, contact your relationship manager

You can also contact your Relationship Manager. If you do not know who your CRM is, contact any of us to find out.

| Name | Phone | Email |
|------|-------|-------|
| Emily Kilgore | 304-957-8317 | Emily.C.Kilgore@wv.gov |
| Ryan Jett | 304-380-9495 | Ryan.A.Jett@wv.gov |
| Ed McMinn | 304-957-6813 | Ed.L.McMinn@wv.gov |
| Terry Friend | 304-957-6865 | Terry.L.Friend@wv.gov |

# Billing Questions

Questions about your WVOT Bill?

Questions may be sent to otbilling@wv.gov.